



**Volunteer Centre**

**Greenwich**

**10**

**Annual Report**

**2009-2010**

**Celebrating 10 Years**

# CHAIR'S REPORT

At the time of the Annual General Meeting and the writing of the Annual Review we are given the opportunity of looking back over the past year to smile at our achievements, frown at some of the challenges and cheer that we have accomplished another year in the very difficult times that the voluntary sector seems to be facing. Funding opportunities are not as forthcoming as before with a lack of money due to the recession. More demand is being made on our service for those who are long-term unemployed, including those who find themselves being made redundant and who are seeking volunteering to gain new skills and experience to assist with employability. This creates both opportunities and difficulties for our organisation. As we ended this financial year we were heading for a general election which meant even more uncertainty. The outcome for Volunteer Centre Greenwich was to ensure as a Board of Trustees we took as many sensible cutbacks as possible and to balance this with providing our usual professional service to all local residents. I am pleased to say that we achieved this with thanks to the hard work of our staff, ably led by Michelle Martin. We launched our new five-year strategic plan to take us past 2012 and all that this will entail for the borough, including a new wish list for a long-term management structure which we will continue to aim for. We unfortunately had to say, or started preparation to say, goodbye to some projects - especially LEAD and Ladders2Success, which have been so invaluable to organisations and members of the public over the past few years. The important thing to remember is that we survived another difficult year - and we know there will be more ahead. I believe this is due in most part to the good working relationship between the Board of Trustees, staff and volunteers and our funders, stakeholders and members. I look forward to working with you all again next year - and let us hope there are less frowns!



This year, we are also looking back on 10 years. Volunteer Centre Greenwich has now passed the 10 year landmark of being an independent organisation – what a 10 years it has been!

When we think back over the 10 years it is incredible to see how Volunteer Centre Greenwich has grown into the efficient, professional and well-recognised organisation that it has become. I was part of the Steering Group who took Volunteers Greenwich, as we were then, into independence from under the umbrella of the CVS. You will see in the article written by Andy Smith some of our main achievements - I think everyone remembers the various events to celebrate National Volunteers' Week at various venues around the borough with, or without, a bus! Staff and projects have come and gone, but Volunteer Centre Greenwich (now so named following national branding of Volunteer Centres) has steadily grown in reputation and is now recognised as the first organisation in the borough to advise and support volunteering matters. I raise a glass to say well done to Volunteer Centre Greenwich and wish the organisation and all involved with it a positive future 10 years.

## Board of Trustees 2009-10

<i>Chair</i>	<b>Ann Lacey</b>	AEG Europe
<i>Vice Chair</i>	<b>Marian Jeffrey</b>	HM Courts Service
<i>Treasurer</i>	<b>Chris Minnoch</b>	Greenwich Housing Rights
<i>Trustees</i>	<b>Lisa Harmon</b>	Volunteer Representative
	<b>Kate Askew</b>	Greenwich Community College
	<b>Pauline O'Hare</b>	Neighbourhood Development Resource Project <i>(resigned 20 Nov. 2009)</i>
	<b>Lynne Regan</b>	Bexley Volunteer Centre
	<b>Matthew Wing</b>	CARE Partnership Charlton Athletic <i>(resigned 11 Aug. 2009)</i>
	<b>Chris Grigsby</b>	Greenwich Resident <i>(appointed 23 Apr. 2009)</i>
	<b>Uke Agwu</b>	Greenwich Resident <i>(appointed 23 Apr. 2009)</i>
	<b>Nishant Bhaskar</b>	Greenwich Resident
	<b>Neil Grey</b>	Greenwich Resident <i>(appointed 8 Sept. 2009)</i>
	<b>Balbir Singh Bahkshi</b>	Greenwich Resident <i>(appointed 20 Nov. 2009)</i>

# Volunteer Centre Greenwich

## Vision, Mission and Aims

### Vision Statement

The vision of Volunteer Centre Greenwich is to be a proactive, leading and professional centre of excellence empowering local communities through volunteering.

### Mission Statement

Volunteer Centre Greenwich exists to:

‘Promote the value of volunteers and volunteering in the Borough of Greenwich, and ensure equality of access to volunteering for all people.’

### Volunteer Centre Greenwich aims to do this by:

- Promoting volunteering to disadvantaged groups and individuals
- Providing information and support to all people seeking volunteering opportunities
- Providing information and support to organisations seeking volunteers
- Providing support and training to volunteers and those who work with volunteers
- Promoting good practice around volunteering

## Staff 2009-2010

### Core Staff

*Director*

*Assistant Director*

*Volunteer and Operations Support Worker*

*Membership Services Support Worker  
(Until February 2009)*

*Membership Services Manager  
(From August 2009)*

*Finance Officer*

**Michelle Martin**

**Andy Smith**

**Nadine Fulker**

**Luise Legemah**

**Shaun Delaney**

**June Mowat**

### Project Staff

*Supported Volunteering – Work for Health  
Development Worker (Until July 2009)*

*V Involved*

*Youth Participation Officer*

**John Barkus/Xenia Davis/  
Matthew Wing/Barbara Muphy/  
Julia Walter**

*Young People’s Project  
Development Worker*

**John Barkus/Wendy Beales/  
Bridget Higginson**

*NHS Greenwich Volunteering Programme  
Health Volunteering Office  
Healthier Communities*

**Nadine Fulker  
Cynthia Armah**

*Personalbest Programme  
Volunteering Officer*

**Lyn Asquith-Brown**

*Greenwich Community Learning Champions  
Development Worker*

**Melissa Rey**

*LEAD Training Network  
Development Worker*

**Andy Smith/Luise Legemah**

*Development Worker*

**Barbara Murphy**

### Volunteers 2009-2010

Lisa Harmon

Annie Grey

Steven Greenwood

Angie Morgan

Tyler McManus

Anjali Bagchi

Carmen Seaford

Darren Fletcher

Melanie Williams

Natalie Fiann

Kippa Brand

Brian Katabaazi

Dominic Taylor

Jess Brand

Zeta O’Brien

Sylvie Muhirwa

Sarah Murrow

Sarah Raco

Giulia Meinardi

Carol Mensa – Bonsy

Richard Ollerearnshaw

Hui Tihn Dam

Antigone Taliadoros

Christine Wade

Sandy Abdelrahman

Samaha Ahmed

Claire Tubridy

Faiza Asif-Majid

Sikiru Olawale Usman

Charlotte Green

Syahida Johan

Monique Joseph

Ruhayla Nassor

Jonathan O’Brien

Joe O’Neil

Robyn Pearson

Sebastian Balinga

Shajna Begum

Chetna Chada

Veenam Churitter

Tyan Conaghan

Maggie Tan

Rebecca Taylor

Tamila Thompson

Aydele Togunloju

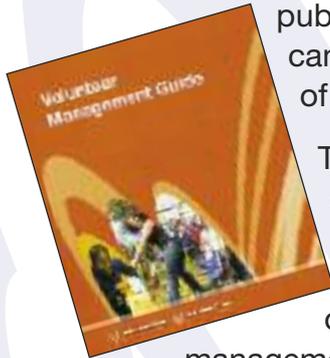
Joan Rix

# Achievements and Performance

## Central Volunteer Centre Activities

Volunteer Centre Greenwich continues to deliver quality signposting services for individuals wishing to take up volunteering. This service is delivered from our main site in Greenwich but also at strategically chosen outreach sites to ensure that we are able to reach isolated areas of the borough.

Our membership services support voluntary and community groups wishing to involve volunteers. VCG provides a membership package which includes the registration of opportunities as well as information, training and support on best practice on volunteer involvement. Volunteering is publicised through our quarterly publication, *The Pathway*, a high profile campaign during National Volunteers' Week and attendance at a programme of local community festivals and strategic groups.



This has been a year of growth and development for VCG's membership services, with a new Membership Services Manager taking post in August 2009. This has greatly increased the capacity of the Centre to support the development of quality volunteering opportunities and the organisations which wish to develop them through best practice volunteer management programmes. This work has also allowed VCG to embark on a major research project, tracking the long-term benefits of volunteering on Greenwich residents.

VCG continues to see a major increase in demand from the local people of Greenwich enquiring about how to access volunteering. This is mainly due to the continuing effects of the economic downturn and the value and benefits that volunteering provides, particularly as a route to employment in this current climate.

Over the period covered by this report (1st April 2009 – 31st March 2010) Volunteer Centre Greenwich has maintained and updated a register of volunteer involving organisations and groups in the borough providing public benefit. As at 31st March 2010:

- 66 new groups registered with Volunteer Centre Greenwich in this period
- In the same period 183 new volunteering opportunities were registered.
- 8,110 enquiries received about volunteering (3,937 in same period 2008-09)
- 4,510 local people were signposted on to groups with volunteering opportunities (2,959 in same period 2008-09)
- Provided advice and information for volunteer using groups in the borough and delivered 13 workshops on good practice in recruiting and managing volunteers.
- Delivered a range of promotional activities during National Volunteers' Week 2009.
- Produced four quarterly editions of the volunteering magazine *The Pathway*, which is distributed to all registered volunteer involving organisations, to local residents through libraries, community centres, job centres etc., partners and local businesses.
- Attended a range of community festivals and events during the year.



# Project Work

## Young People's Project



The Young People's Project is for 16 – 19 year olds who are NEET (Not in Education, Employment or Training) and based in the borough of Greenwich, and for 19 – 25 year olds with additional needs who are not in education employment or training. During 2009–10 a total of 21 NEET young people were placed in volunteering opportunities and 19 moved



into further education, employment or training. Volunteers can gain experience in almost any area be it music production, office administration, events management, sport, caring, retail, conservation, ICT, fundraising ... the list goes on!



This year a number of successful volunteering challenges took place. One of these was the garden challenge that took place in collaboration with the neighbourhood support services at Greenwich Council and involved fixing up the garden at respite housing based in Blackheath for young people aged 16 to 18 years old. The second challenge was an Intergenerational Volunteering Day, which was run in partnership with Age Concern. A team of ten of us went to Age Concern's Day Centre in Sherard Road, Eltham. Feedback from Age Concern was so positive that we sent more volunteers to help put up the Christmas decorations and run a Christmas party in the other day centre in Charlton.

## NHS Greenwich Volunteering Project



The NHS Greenwich Volunteering Project works with NHS Greenwich to develop Good Practice for working with volunteers. This is a relatively new partnership and has developed as a follow on from the support that Volunteer Centre Greenwich provided in partnership to the Healthy Greenwich Network. Over the past year the project has worked closely with volunteer-involving projects such as the Community Health Trainers and Active for Health, working on areas of recruitment/selection and supervision and the development of policies and procedures as well as evaluation of current volunteer roles.



## Personalbest



Personalbest is a volunteering programme aiming to engage with individuals who are considered furthest from the jobs market – those who have been unemployed for more that six months, with no qualifications or on incapacity benefits. It does this by offering an easily accessible, nine module training programme along with the option to undertake some volunteering experiences.

2009-10 saw the Personalbest programme in Greenwich progress into Phase 3 of its partnership with GLLaB and London Leisure College. As a host borough for London 2012, Greenwich will be centre stage during Games time and it is hoped that Personalbest graduates will be part of the volunteer task force supporting the events both locally and in

the Olympic complex itself.

From January 2009 – March 2010 we have had 80 participants graduate from Personalbest – of those 80, 48 have chosen the volunteering option providing them with other skills enabling them to become more job ready. These skills include raised confidence and self esteem, the chance to meet other people and share experiences and learn some new skills – we have always said the Personalbest programme is greater than the sum of its parts; the programme offers so much more than just the training.



Graduates were supported financially with travel expenses, luncheon vouchers and childcare costs; they were also offered three progression pathways – advice on further training, support with job search and continued experience in volunteering.

## Greenwich Community Learning Champions



The Community Learning Champions project has been delivered by VCG since 2004; it recruits volunteers who have had a positive learning experience and who want to pass that encouragement on to other potential learners. It is a unique way to access those communities who may not otherwise be encouraged into the learning environment. During this year, Learning Champions have been able to access a nationally recognised NVQ level 2 in Advice and Guidance Support; this enabled CLCs to undertake their role more efficiently and provided a valuable foundation for progression. During 2009-10 there have been some staff changes but by the end of the financial year the project had 56 volunteers registered, who had signposted 110 individuals into learning or volunteering opportunities.



## ChangeUp Greenwich

ChangeUp, a government programme, aims to strengthen those Voluntary and Community Sector Organisations (known as 'infrastructure organisations') who provide support and information services to frontline Voluntary and Community Organisations (known as 'the sector'). Volunteer Centre Greenwich continued to be actively involved in the ChangeUp steering group with responsibility for the management of funding.



## Involved



Involved Greenwich is a youth-led volunteering project for 16-25 year olds living in the borough, creating short-term, part-time and full-time volunteering opportunities that inspire young people in the areas of art, entertainment, music, sport development and governance.

Between April 2009 and March 2010, 55 young people were successfully recruited and trained in a variety of areas: Level 1 football coaching, national awarded interpersonal skills, employer engagement and podcasting. Some volunteers progressed onto internships with RWIND Magazine and the BBC.

Last year saw the development of Intergenerational projects (using the Wii FIT), the creation of an eBay project in partnership with Lewisham Hospital. Volunteers organised and participated in a '12 Days of Christmas' challenge (different volunteering activities delivered over the course of 12 days) and produced the film ONE CHOICE. This was a powerful project which explored the issues of knife and gun crime in South East London from a young man's perspective and looked to address the allure for young men to join gangs, and how violence can be the mistake of a split second decision.

The year's achievements were celebrated with a showcase event and the creation of a giant Human V in Greenwich Park!



## Sports Volunteering Project

In December 2009, VCG was successful in securing funding for a Sports Volunteering Development Project. This project aims to build the capacity of local sports organisations by supporting them in how they involve volunteers, as well as gaining quality accreditation. This project will also increase the number of sports volunteering opportunities available for Greenwich residents.

VCG manage this project over two boroughs, in partnership with Volunteer Centre Lewisham. The project is funded by Sport England, London Borough of Greenwich, London Borough of Lewisham and Pro-Active East London. This project has also attracted a lot of attention in how we plan to work with sports organisations, particularly as this type of work is not carried out in many areas.

With London Olympic and Paralympic Games just around the corner, this is an especially good time to work with sports organisations and support volunteers in participating with sports in this way. The project is now up and running with development officers recruited to work in the evenings and weekend when clubs need them most.



## Department of Work & Pensions (DWP) Volunteering Brokerage Scheme

The Department of Work and Pensions Volunteer Brokerage Project is part of a larger scheme which takes referrals from local Jobcentre Plus centres and helps people who have been unemployed for six months or more to find suitable volunteering opportunities. The aim is to utilise the benefits of volunteering to keep people motivated, keep skills current, gain experience, build confidence and develop new skills to increase their employability.

The project received 175 referrals from local Jobcentre Plus partners and each person referred on to the scheme was offered a face to face interview to discuss their needs, as well as receiving telephone support from our volunteer broker. Volunteers were then supported into opportunities most suitable for their individual situation. Opportunities ranged from sessional volunteering, giving participants the chance to try something new, through to volunteering with opportunities where participants received accredited training.

## Healthier Communities



Healthier Communities aims to create a healthier work force within Greenwich Council. It aims to mainstream efforts to improve health across the Council so that the Council itself becomes an agent of health improvement. Volunteer Centre Greenwich is working within the Healthier Communities team to develop, recruit and manage volunteering placements within the Honest Fruit Bowl Project. The Honest Fruit Bowl Project aims to provide information, healthy food and snacks to Council employees, giving them healthy food options within their working environment.



Five volunteers have been recruited and trained to assist with providing this service. The project has now been running successfully for a year and is being rolled out across the Council offices in the Greenwich Borough.

The workplace can have a powerful effect on your health and how you feel can affect your work; this service is providing healthy alternatives that allow employees to make choices about their health and how they feel.

## Globe Project

This project was set up on a consultative basis to assist Hyde Housing Association in the setting up of a Community Learning Champions project in two London Boroughs – Greenwich and Lambeth. The idea was for Learning Champions to be Hyde Housing tenants and to encourage other tenants into continuing learning by disseminating information about local learning opportunities, resulting in raised skills levels and therefore building capacity of local communities. During the timescale of the project, six local volunteers were identified and offered NVQ Level 2 in Advice and Guidance Support, of which two completed.

## Supported Volunteering – Ladders 2 Success



VCG was successful in extending the funding for the Supported Volunteering project until June 2009. The project continued to provide very effective measures for assisting access to volunteering. Members of the local community were trained as Volunteer Mentors to provide quality one-to-one support enabling prospective volunteers to gain confidence to volunteer independently. The project beneficiaries included people with mental health issues, drug and alcohol issues, physical and learning disabilities, language and cultural barriers and one-to-one mentoring has proven valuable in helping volunteers get through interviews, inductions, and training with organisations ranging from Disabled People's Contact in Deptford, Woodlands Farm, the Ecology Park and Age Concern.

## LEAD Training Network

The LEAD (London East Action for Development) Greenwich Training Network has continued to support the local voluntary and community sector by developing their capacity to provide high quality training and learning opportunities for the communities they serve. The LEAD project recognises the value of community learning provision as being a valuable route to reaching those furthest from education and/or employment and this work has mainly focussed on helping organisations in developing their "Skills for Jobs" offer as well as more general capacity building work. The project finished at the end of July 2009.



# Local Events

## Volunteers' Week

National Volunteers' Week is a national programme of events held annually in the first week of June to celebrate volunteering. Supported by national volunteering agencies across the UK it is an opportunity to recruit new volunteers, promote the benefits of volunteering and reward existing volunteers. This year was also the 25th Anniversary of National Volunteers' Week.

To mark this occasion Volunteer Centre Greenwich organised a variety of events throughout the first week in June starting with the launch event in Woolwich Town Centre on Monday 1st June. We were very pleased to



have the newly inaugurated Mayor of Greenwich, Cllr Allan MacCarthy, to launch the 25th Year of Volunteers' Week. The Mayor gave some words of support for local volunteers and organisations before cutting a ribbon to officially launch the start of Volunteers' Week 2009.



During the first day our team of staff and volunteers gave out information about volunteering to local people, with 75 booking an appointment to come and speak to someone about volunteering. This is a big increase on previous years and highlights the current demand for volunteering in this economic climate.

Volunteer Centre Greenwich also hosted its third "Speed Volunteering" event. A collection of local organisations were invited to have a stall at the Citizens Gallery, next to CJ's Café, in Woolwich, where they could speak directly to local people about the volunteering opportunities they had on offer. The event was a great success with nearly double the amount of local people taking part than last year.

The rest of the week saw the team in various places around the Borough including Asda in Charlton and Morrisons in Thamesmead. The team also set up an information stall outside the Forum@Greenwich on Trafalgar Road.



## The Human V

Weeks of meetings, advertising and preparation paid off, as the young volunteers on the V Project managed to organise a huge human V in Greenwich Park and delivered a showcase of all the work they had done in the past year. The V represents the name of the funders that fund one of the young people volunteering projects at the Volunteer Centre. Volunteers from the project, staff from the Centre, local people in the park, friends and family all turned up to hold up the rolled out material in the shape of the V which produced a very impressive photograph. Everyone was really excited to be part of something that was so unusual and unique.



The showcase followed back at The Forum at Greenwich where the project and the Volunteer Centre are based. This encompassed some live entertainment including a street dance troupe and the showing of a 'One Choice' anti-knife crime film.

# Celebrating 10 Years of Volunteer Centre Greenwich

This year Volunteer Centre Greenwich celebrated 10 years as an independent charity and what a decade it has been. When the organisation first started with one member of staff its future looked uncertain, but over the years thanks to the hard work of the staff, volunteers, trustees and the involvement of the local community, the organisation has grown into a centre of support for both local people wanting to volunteer and also local volunteer involving organisations that want to develop their volunteer programmes.

During those early days the centre would receive on average two or three email enquiries about volunteering a week, a far cry from the present day where the centre receives hundreds of email enquiries a week not to mention the many telephone and drop in enquiries also received.



Key events over the last 10 years have included; The Future of Volunteering Conference to develop a local volunteering strategy; the first Volunteers' Week Bus to promote the value of volunteering at a range of locations across Greenwich; and Michelle Martin being asked to represent volunteering as a torch bearer in the 2008 Beijing Paralympics. Of course there are many other key events over the last 10 years and all have made a positive contribution to people living in Greenwich and have promoted volunteering as a worthwhile activity that not only offers support to local communities but also helps individuals gain new skills and experiences.

The future for Volunteer Centre Greenwich will be to continue to deliver a high standard, professional service for local people and organisations all the while dealing with the additional pressures of the impact of the recession and the constant challenge of fundraising - and of course London 2012! We hope the Centre will be here in another 10 years time but what is certain is that the local passion for volunteering will be here for some time to come.



# VOLUNTEERS GREENWICH

## SUMMARY STATEMENT OF FINANCIAL ACTIVITIES

### FOR THE YEAR ENDED 31 MARCH 2010

	Unrestricted	Restricted	2010	2009
	£	£	£	£
<b>INCOMING RESOURCES</b>				
From generated funds	61	104,036	104,097	104,131
From charitable activities	25,622	331,096	356,718	376,036
Other incoming resources	897	-	897	-
<b>Total Income</b>	<b>26,580</b>	<b>435,132</b>	<b>461,712</b>	<b>480,167</b>
 <b>RESOURCES EXPENDED</b>				
Cost of generating funds	8,783	6,326	15,109	15,153
Charitable expenditure	24,661	426,196	450,857	472,151
<b>Total expenditure</b>	<b>33,444</b>	<b>432,522</b>	<b>465,966</b>	<b>487,304</b>
 <b>NET INCOMING RESOURCES</b>	<b>(6,864)</b>	<b>2,610</b>	<b>(4,254)</b>	<b>(7,137)</b>
 Fund Balance brought forward	16,900	25,346	42,246	49,383
Transfer between funds	(1,440)	1,440	-	-
<b>Fund Balance carried forward</b>	<b>£8,596</b>	<b>£29,396</b>	<b>£37,992</b>	<b>£42,246</b>

#### SUMMARISED BALANCE SHEET AS AT 31 MARCH 2010

	2010	2009
	£	£
Fixed assets	1,000	1,000
Current assets	91,229	60,800
Current liabilities	(54,237)	(19,554)
<b>NET ASSETS</b>	<b>37,992</b>	<b>42,246</b>
 <b>FUNDS:</b>		
Designated fund	-	-
General funds	8,596	16,900
Restricted funds	29,396	25,346
 <b>TOTAL FUNDS</b>	<b>£37,992</b>	<b>£42,246</b>

**TRUSTEES' STATEMENT  
ON THE SUMMARISED ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2010**

These summarised accounts are a summary of information extracted from the audited annual accounts, on which the auditors' opinion was unqualified. The full report and accounts were approved by the trustees on 25th November 2010 and have been submitted to the Charity Commission and the Registrar of Companies.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the Charity. For further information the full accounts, the auditors' report on those accounts and the Trustees' Annual Report should be consulted. Copies of these may be obtained from the Secretary at Volunteers Greenwich, The Forum @ Greenwich, Trafalgar Road, Greenwich SE10 9EQ.

**AUDITORS' STATEMENT  
ON THE SUMMARISED ACCOUNTS OF  
VOLUNTEERS GREENWICH**

We have examined the summary accounts set out opposite.

**Respective responsibilities of trustees and auditors**

The summarised accounts are the responsibility of the trustees of the charity. It is our responsibility to report to you our opinion on their consistency with the full financial statements.

**Opinion**

In our opinion the summarised accounts have been extracted from, and are consistent with the full financial statements of the charity for the year ended 31 March 2010.

**John Green & Co  
Certified Accountants and Registered Auditors**

Suite 2.16 Astra House  
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London SE14 6EB

27th November 2010



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**Registered Charity No.: 1081369 Registered in England No.: 3832423**